



ATOS LEVERAGES TFORM

to uncover over \$6 Million in outstanding revenue hidden in their client's IT environment.

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Atos, a leading managed service provider, partnered with TFORM to help one of the largest nonprofit healthcare systems in the United States — improve its Data Quality Management.

CHALLENGE

Atos faced challenges adapting processes, tooling, and Service Asset and Configuration Management (SACM) due to the rapid pace of digital change. Questions about data quality issues often arose.

NEED

Atos needed a solution to ensure high accuracy, integrate with third-party tools, offer ease of use and data integration, and manage scalability, security, and risk.

SOLUTION

TFORM successfully met the requirements and was deployed as a virtual appliance, streamlining the implementation process. Through its comprehensive organic discovery of the environment, TFORM established a reliable and consolidated source of truth for devices and applications. By meticulously comparing this source of truth with all known data sources, TFORM efficiently detected any discrepancies and made necessary updates to the tools and CMDB. This approach instilled confidence in the accuracy and integrity of the IT landscape, ensuring a smooth and reliable system for the customer.

BENEFIT

This collaboration led to an annual revenue increase of \$2 million while enhancing the client's CMDB accuracy. By leveraging TFORM's data quality and application dependency mapping capabilities, Atos achieved remarkable improvements in customer investment returns, security measures, and change control processes. They successfully addressed tooling gaps and enhanced the accuracy of the ServiceNow CMDB, resulting in improved ITIL processes and more informed decision-making. The partnership fostered greater visibility into assets, enhanced project efficiency, and instilled higher client confidence by providing a trusted and up-to-date data source.

AT A GLANCE

CHALLENGE

- Inconsistent asset and CI reports
- License management & compliance
- CMDB inaccuracies
- Change management unknowns

BENEFIT

- Atos found \$6M in hidden revenue
- Customer improved CMDB accuracy



PABLO CAMPOS

Client Delivery Executive

"Easily, the biggest benefit with TFORM is our ability to see many more unknowns."

Outside of the security, risk and compliance gains, we saw the massive opportunity to recoup millions of dollars in lost revenue."